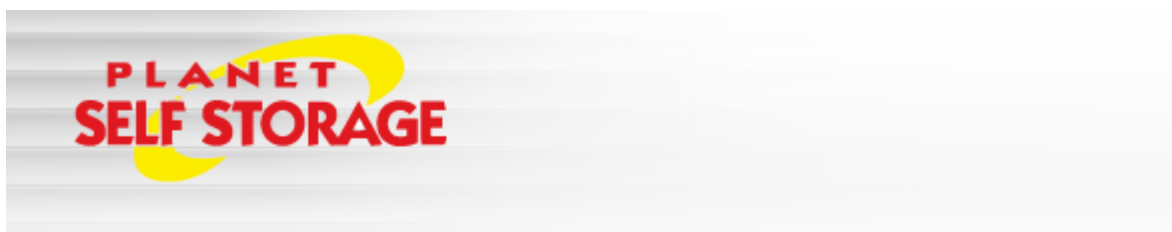


Customer Portal FAQ'S

1. How to register?

- Click on the Customer Portal link
- <https://portal.selfstoragemanager.com/PlanetSelfStorage/account/login.aspx>
- Click on the button 'Click Here' to Sign up/Register



MY ACCOUNT SIGN IN / PAY MY BILL

WELCOME TO THE PLANET SELF STORAGE PORTAL !

Enter your E-Mail and Password to login

* E-Mail

* Password

LOGIN

[Forgot your Password?](#)



New User? [Click Here](#) to Sign Up / Register

Complete our simple registration form and get access to your Planet Self Storage account!

- Fill the form with First Name, Last Name, E-Mail, Confirm Email, Password, Confirm Password
- Confirm Registration by selecting the Security Question, Enter your answer
- Enter the Verification Code and Click on Submit button



NEW USER REGISTRATION/SIGN UP

* First Name

* Last Name

* E-Mail

* Password

* Confirm Password

Confirm Registration

* Security Question

 ▼

* Enter your Answer
(Answers are Case Sensitive)

* Verification Code

((Enter Letters as shown in below image))

A verification code image showing the alphanumeric string "8RJ27" in a blue, serif font with a grainy, textured background.

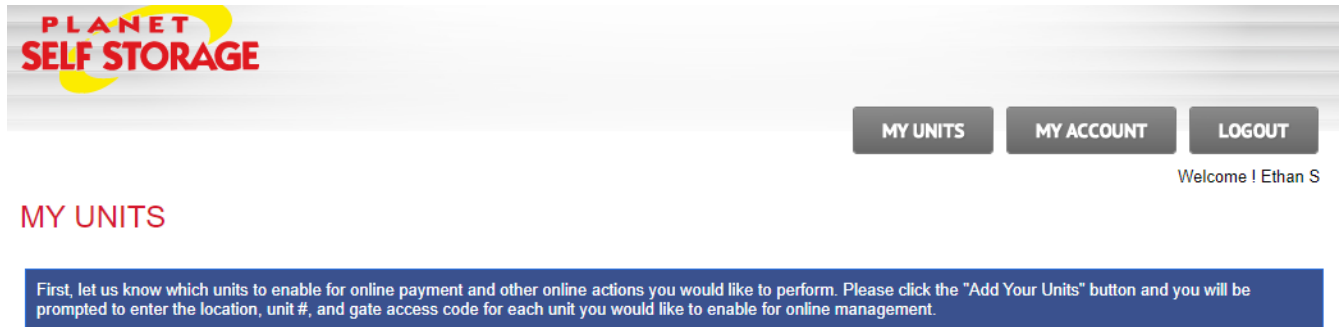
Submit

Cancel

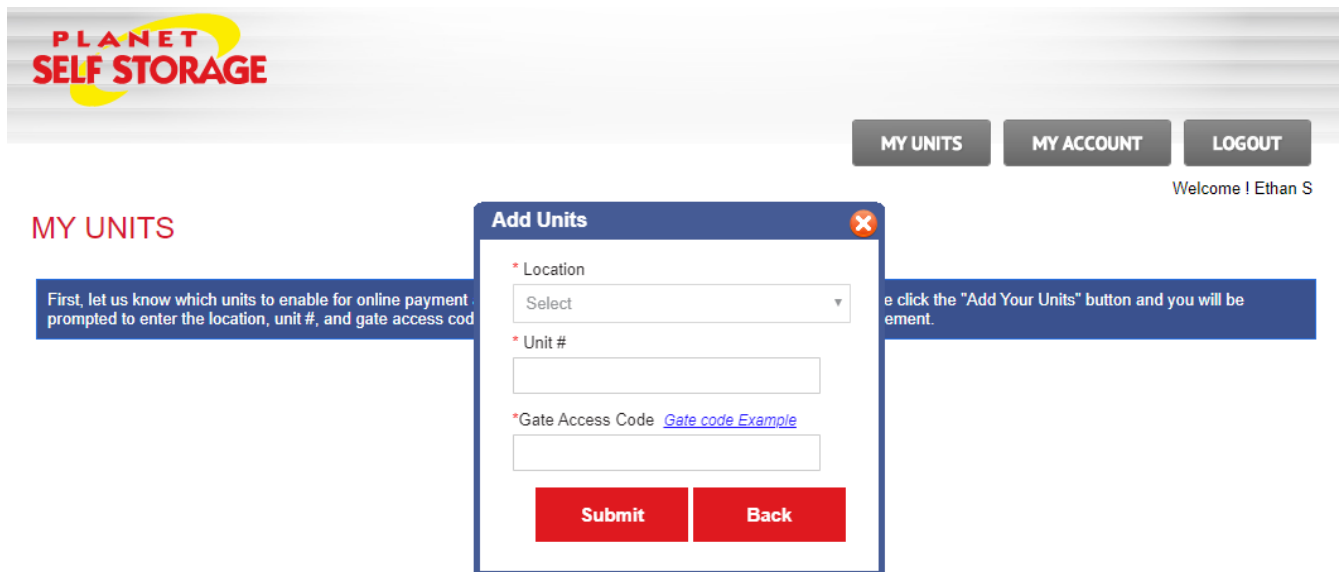
- Once the registration is successful, the customer can login to the account and then add their unit which is a one-time process.

2. How to 'Add a Unit'?

- After login, click on Add Your Units



- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



MY ACCOUNT SIGN IN / PAY MY BILL

WELCOME TO THE PLANET SELF STORAGE PORTAL !

Enter your E-Mail and Password to login

* E-Mail

* Password

LOGIN

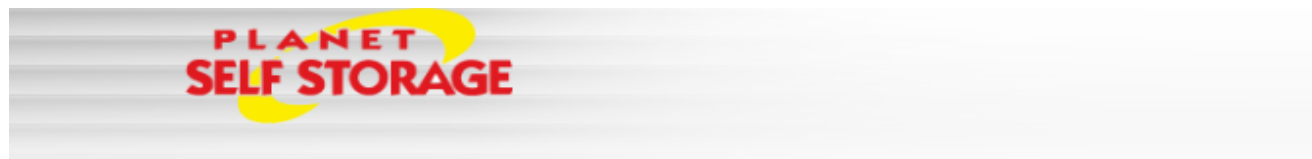
[Forgot your Password?](#)



New User? [Click Here](#) to Sign Up / Register

Complete our simple registration form and get access to your Planet Self Storage account!

- Enter the Email ID
- Click on Submit button, the new password will be sent to the mail.



FORGOT YOUR PASSWORD?

Enter your E-Mail address then click submit.

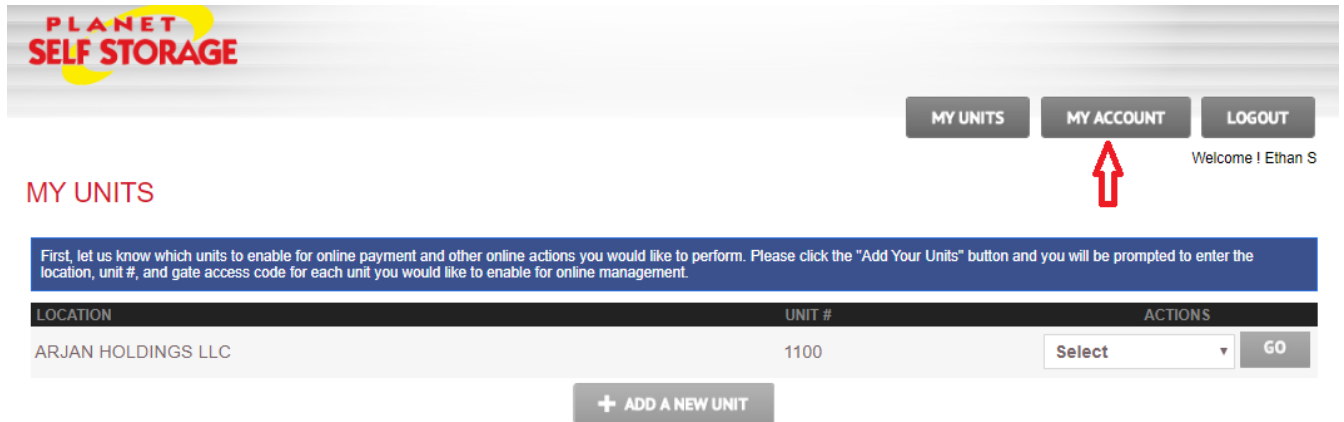
* E-Mail

Submit

Cancel

4. How to change Password and Security Details?

- Click on My Account



PLANET SELF STORAGE

MY UNITS MY ACCOUNT LOGOUT

Welcome ! Ethan S

MY UNITS

First, let us know which units to enable for online payment and other online actions you would like to perform. Please click the "Add Your Units" button and you will be prompted to enter the location, unit #, and gate access code for each unit you would like to enable for online management.

LOCATION	UNIT #	ACTIONS
ARJAN HOLDINGS LLC	1100	Select <input type="button" value="GO"/>

- Choose your option



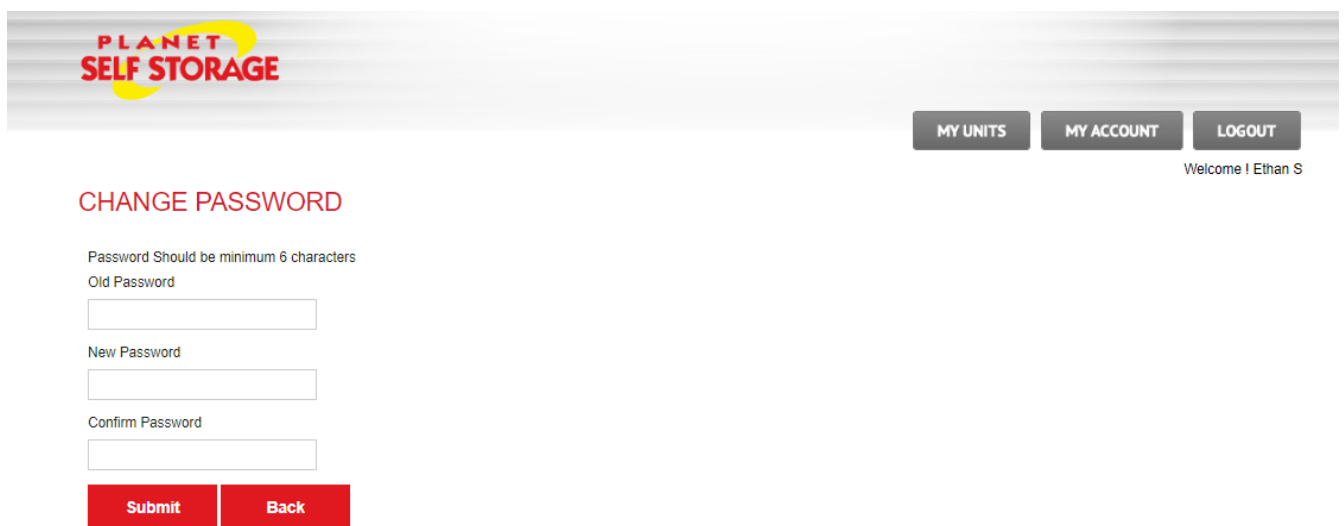
PLANET SELF STORAGE

MY UNITS MY ACCOUNT LOGOUT

Welcome ! Ethan S

MY ACCOUNT

- For Changing Password



PLANET SELF STORAGE

MY UNITS MY ACCOUNT LOGOUT

Welcome ! Ethan S

CHANGE PASSWORD


Password Should be minimum 6 characters

Old Password

New Password

Confirm Password

- For changing Security Details



MY UNITS MY ACCOUNT LOGOUT

Welcome ! Ethan S

UPDATE SECURITY DETAILS

Enter the Security Details

* Security Question


-----Select Question-----

* Enter your Answer
(Answers are Case Sensitive)

Submit Back

5. How to make a payment’?

- Click on the drop down button
- Select One Time Payment ▪ Click on GO button



MY UNITS MY ACCOUNT LOGOUT

Welcome ! Ethan S

MY UNITS


First, let us know which units to enable for online payment and other online actions you would like to perform. Please click the "Add Your Units" button and you will be prompted to enter the location, unit #, and gate access code for each unit you would like to enable for online management.

LOCATION	UNIT #	ACTIONS
ARJAN HOLDINGS LLC	1100	Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

+ ADD A NEW UNIT

GO

- Enter Credit Card details
- Click on Submit button



[MY UNITS](#)
[MY ACCOUNT](#)
[LOGOUT](#)

Welcome | Ethan S

MY UNITS

Account Review/Make Payment

Unit Details


Tenant Name

Address

Phone(Home/Office)

Location
11 ARJAN HOLDINGS LLC

Unit Details	
Unit #	1100
Unit Size	5X5 OUT
Lease #	
Move In Date	8/9/2018 12:00:00 AM
Paid Thru Date	4/20/2020
Status	Current
Balance	\$0.00



Pay My Bill

Payment Details	Pre-Payment
Rent	\$79.00
Insurance	\$0.00
Tax	\$5.02
Total Amount	\$84.02

Note - payments posted online after normal business hours will be posted to your account on the next business day. Immediate access to your unit may not be granted until next business day.

How many months would you like to prepay? [Calculate](#)

Amount

* Credit Card Type

* Name on Card

* Credit Card #

* Expiration Month/Year

* CSC [What is this?](#)

* Card Billing Address

* Card Zip Code

Unit #	Rental Period	Rent	Insurance	SPP	Match	Disc	Late Fees	Lien Charge	Tax	Total
1100	04/21/2020 to 05/20/2020	\$79.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5.02	\$84.02

5. How to set up auto pay?

- Click on the drop-down button
- Select Auto Pay Setup
- Click on GO button



Welcome ! Ethan S

MY UNITS

First, let us know which units to enable for online payment and other online actions you would like to perform. Please click the "Add Your Units" button and you will be prompted to enter the location, unit #, and gate access code for each unit you would like to enable for online management.

LOCATION	UNIT #	ACTIONS
ARJAN HOLDINGS LLC	1100	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;">Select ▾</div><div style="margin-left: 10px;">GO</div></div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"><p>Select</p><p>One Time Payment</p><p>Auto Pay Setup</p><p>Payment History</p><p>Schedule MoveOut</p><p>Contact Info</p></div>

+ ADD A NEW UNIT

- Enable Auto Pay
- Enter Credit Card Details
- Click on Submit button

Credit Card Details and Auto Pay ✕

By signing up for Auto Pay you are authorizing Planet Self Storage to automatically charge your credit card each month to save you the time and hassle of doing it manually.

Enable Auto Pay

* Card Type

* Name on Credit Card

* Credit Card #

* Expiration Month/Year
 /

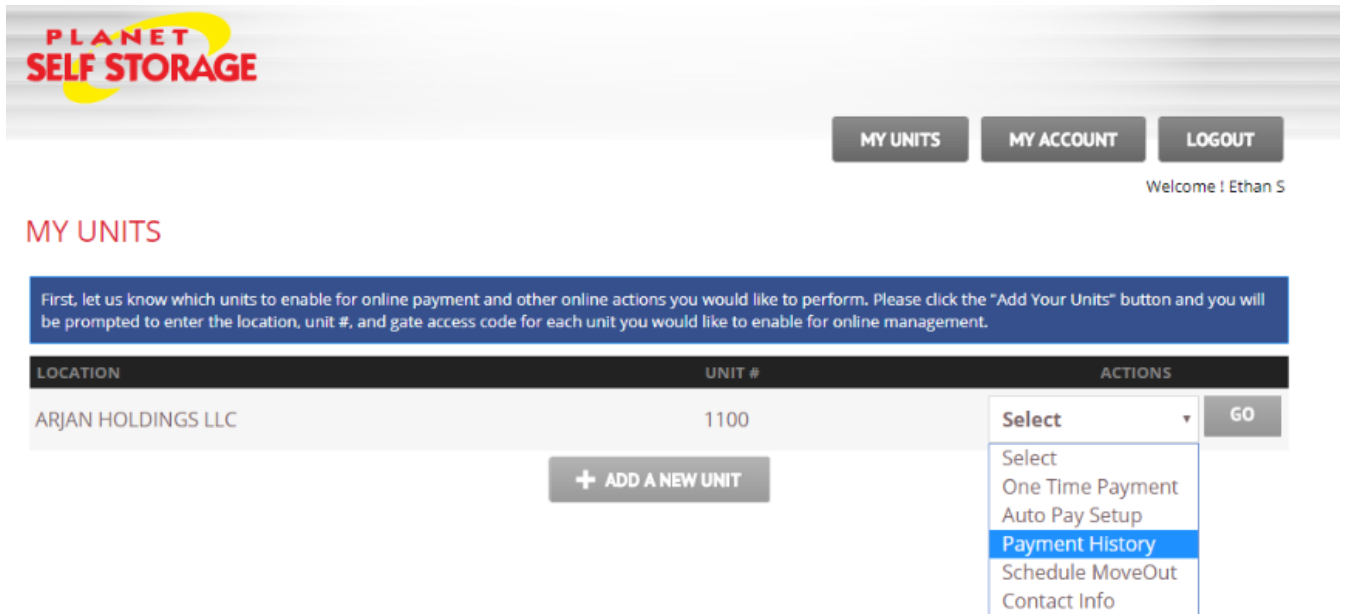
* Billing Address

* Zip Code

I authorize future payments to automatically be processed on the card above.*

6. How to view the Payment History?

- Click on the drop-down button
- Select Payment History
- Click on GO button



PLANET SELF STORAGE

MY UNITS MY ACCOUNT LOGOUT

Welcome ! Ethan S

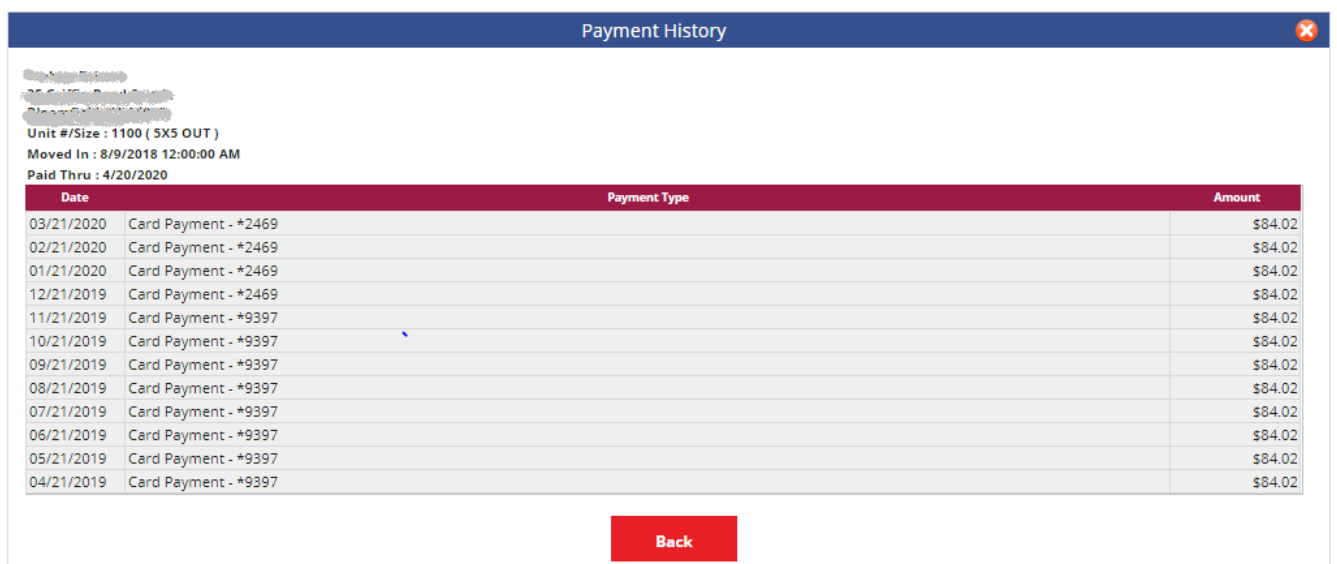
MY UNITS

First, let us know which units to enable for online payment and other online actions you would like to perform. Please click the "Add Your Units" button and you will be prompted to enter the location, unit #, and gate access code for each unit you would like to enable for online management.

LOCATION	UNIT #	ACTIONS
ARJAN HOLDINGS LLC	1100	Select <input type="button" value="GO"/>

- Select
- One Time Payment
- Auto Pay Setup
- Payment History**
- Schedule MoveOut
- Contact Info

MY UNITS



Payment History

Unit #/Size : 1100 (5X5 OUT)
Moved In : 8/9/2018 12:00:00 AM
Paid Thru : 4/20/2020

Date	Payment Type	Amount
03/21/2020	Card Payment - *2469	\$84.02
02/21/2020	Card Payment - *2469	\$84.02
01/21/2020	Card Payment - *2469	\$84.02
12/21/2019	Card Payment - *2469	\$84.02
11/21/2019	Card Payment - *9397	\$84.02
10/21/2019	Card Payment - *9397	\$84.02
09/21/2019	Card Payment - *9397	\$84.02
08/21/2019	Card Payment - *9397	\$84.02
07/21/2019	Card Payment - *9397	\$84.02
06/21/2019	Card Payment - *9397	\$84.02
05/21/2019	Card Payment - *9397	\$84.02
04/21/2019	Card Payment - *9397	\$84.02

7. How to view/edit Contact Info?

- Click on the drop-down button
- Select Contact Info
- Click on GO button

PLANET SELF STORAGE

MY UNITS MY ACCOUNT LOGOUT

Welcome ! Ethan S

MY UNITS

First, let us know which units to enable for online payment and other online actions you would like to perform. Please click the "Add Your Units" button and you will be prompted to enter the location, unit #, and gate access code for each unit you would like to enable for online management.

LOCATION	UNIT #	ACTIONS
ARJAN HOLDINGS LLC	1100	Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

+ ADD A NEW UNIT

GO

- Tenants have an ability to edit the Address, Phone number and the email ID.

MY UNITS

Contact Info

Contact Information

First Name

Middle Name

Last Name

*Address

*City / State

*Zip / Country United States of America

Home / Work Phone

Cell / Fax

*E-Mail

Company Information

Company Name

*Address

*City / State

*Zip / Country United States of America

Phone / Fax

*E-Mail

Close

8. How to schedule a move out?

- Click on the drop down button
- Select Schedule Move Out
- Click on GO button



MY UNITS

First, let us know which units to enable for online payment and other online actions you would like to perform. Please click the "Add Your Units" button and you will be prompted to enter the location, unit #, and gate access code for each unit you would like to enable for online management.

LOCATION	UNIT #	ACTIONS
ARJAN HOLDINGS LLC	1100	Select <input type="button" value="GO"/>

Select

Select

One Time Payment

Auto Pay Setup

Payment History

Schedule MoveOut

Contact Info

- Select the Move out Date
- Select Reason for Moving Out
- Click on Submit button

MY UNITS

Schedule MoveOut✕

Please Enter your anticipated Move Out Date

* Move Out Date

* Reason to Move Out

* Would you recommend us to others?